

West Plano Pediatrics, P.A.

Telephone Office Policy

Emergency Calls (Day or Night)

- ❑ Call 911 (Emergency Medical Services) for any life-threatening emergencies for which your child might require resuscitation: your child is not breathing, is severely choking, has been knocked unconscious, or is having a seizure.
- ❑ For poisonings, call the Poison Control Center at 800-764-7661 or 800-Poison-1

Calls About Sick Children During Office Hours

We see sick children by appointment only. Our office hours are:

Mon-Fri 8:30 to 4:30

Wed 9:00 - 4:30

And Saturday 9:00-Noon

If your child is sick and you want the physician to see him/her, call ahead for an appointment. Try to call us about sick children during the early morning office hours.

All medical calls are screened by a telephone nurse who has been specially trained to make decisions on which patients need to be seen by the physician and how to provide home care for children who don't need to be seen.

If the nurse can't help you, she will ask you to bring your child to the office or will have your physician call you back.

If the nursing staff is busy, we can only take a message. While waiting for a call back, try to be available and keep your line open. We also strongly encourage you to remove your anonymous caller ID block when waiting for a call back. In general, we try to return call within the hour. Keep in mind that Monday mornings are the busiest time.

Working Parents and Sick Children

We have appointments during the day for sick children who need to be seen. Be certain your child care provider understands that he/she should call you as soon as possible when your child becomes ill. We advise that you evaluate your child's symptoms before calling the office. If you think your child may need to be seen today, please call as early as possible to schedule an appointment for him/her.

Well-Child Questions

We are happy to provide you with the health information you need to address your concerns. However, please place calls about behavior issues or other well-child issues during weekday office hours. The best time to call is

usually Tuesday - Friday in the early afternoon, when our switchboard is the least busy.

Prescription Refills

We refill prescriptions only during office hours because we need your child's chart handy to check on dosages and disease status. Plan ahead so that you don't run out of important medicines. Always have the phone number of your pharmacy available when you call the office.

Nighttime (After-Hours) Calls

After office hours, calls should be made only for emergencies or urgent problems that can't wait until morning. Calls about mild illnesses can usually wait until the next morning. We need to keep our line open at night for urgent calls. After office hours, your calls will be received by an answering service and transferred to the physician on call. The physician will usually return your call within 15-30 minutes. If you do not receive a call back within 1 hour in a non-emergency situation, please call again.

Weekend and Holiday Calls

If your child becomes ill or is injured during a weekend or a holiday, call our answering service. If possible, call before noon. After 5 PM, limit calls to emergencies or other urgent problems that can't wait until morning.

Please Have the Following Information Available

- ❑ Your child's main symptoms
- ❑ Any chronic disease or health problem
- ❑ Your child's temperature if sick
- ❑ Your child's approximate weight (for calculating drug dosages)
- ❑ The names and dosages of any medicines your child is taking
- ❑ Your pharmacy's telephone number

Always have a pencil and paper handy to take down instructions, and have your child nearby in case you need to check something about his/her condition.